Information Technology Business Case – Section A
Miami-Dade County – FY 2005-06
Delivering Excellence Every Day

MIAMI-DADE
COUNTY

Directions: Please complete shaded areas below.

Department Name: ETSD
Project Name: Employee Portal
Project Amount: $211,000.00
Preparer Name & Contact Information: Deborah Higer

Project Type: Please check (√) one.

| √ | **Enterprise** | ☐ | **Communities of Interest** | ☐ | **Department Specific** |

Funding Source: Please check (√) one.

| √ | **GF Capital** | ☐ | **Proprietary Capital** |

| ☐ | **Mandated Requirement** |
(If checked (√), please indicate who is mandating this request as well as the time frame)

| 1 | **Department Priority of Initiative (1, 2, 3, etc.)** |

Section A

Background:
Miami-Dade County has currently a single intranet webpage, serving as its a central access point to internal information. Other than this often outdated and minimalist resource, the County has not offered its employees a central toolset that promotes workflows, collaboration, inter-agency communication, and offers self-service access to the systems and information staff members need to deliver excellence every day to County constituents.

Problem Statement:
County employees spend countless hours trying to locate enterprise information needed in the course of their daily duties, and contacting appropriate staff from other departments. They lack formal channels for team collaboration, resulting in project delays, loss of productivity and other inefficiencies.

Solution:
An Intranet portal would provide County employees information and tools to enhance and facilitate job performance. Portal components, such as collaboration tools, and applications which allow access to backend systems for benefits and other HR resources, will streamline common administrative and operational processes, which usually result in excessive time expenditures.

Expected Benefits / Direct Payback:
Consolidation of information resources will resolve issues related to lack of coordination among agencies and thus promote better decision-making at both the operational and executive levels. More importantly, an employee portal will provide the platform for integrating disparate systems, automating and web-enabling existing paper-based work processes, by providing a powerful integrated toolkit and electronic workspace for County employees.